

Littleton Immigrant Resources Center

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Littleton Immigrant Resources Center
Bemis Library



History of LIRC

- One-stop resource center
- Language partners and citizenship mentoring
- Board of Immigration Appeals (BIA) recognized organization since 2010
- USCIS Citizenship & Integration Grant in 2012
 - Started with simple, more straight-forward naturalization cases



Benefits

- Helpful to have both educational and legal services in same place for patrons
- Libraries are a safe place where individuals come to get information
- Getting Started – Start Simple!
 - Start by accepting only easy, straightforward cases so that your BIA representatives can gain experience and confidence
 - Form a good relationship with the supervising attorney or local AILA chapter



Outreach & Getting Started

- Who do you want to serve?
- National organizations with screening forms
- Medium
 - Radio v. Print
 - Flyers
- Networks – legal, social services, other libraries, USCIS
- Word of mouth and walk-ins



Current Program

- **Educational Services**
 - ❖ Small group classes – beginning, intermediate, advanced, Spanish
 - ❖ One-on-one tutoring
 - ❖ Emphasis on reading and writing
- **Legal Services**
 - ❖ Attorney supervisor
 - ❖ 2 Board of Immigration Appeals (BIA) accredited staff
 - ❖ 1 volunteer attorney
- Completing the Citizenship Program takes approximately 5-7 months, including interview



Flow of Applicants

- N-400 Screening Appointment
 - ❖ Receive educational screening and legal screening
 - ❖ Determine income eligibility for fee waiver
- Class or Mentor Assignment
 - ❖ Communication with teacher or mentor on applicant's progress
 - ❖ Presentations and interaction with local USCIS office
- N-400 Follow-up
- Mock Interview



Oath Ceremony



*Photos by the Littleton
Immigrant Resource Center*



2015 Impact

- **291** citizenship & English students served from **42** countries
- **90** active community volunteers
- **149** students completed small group citizenship classes
- **30** citizenship mentoring matches
- **252** citizenship customers screened for legal eligibility
- **170** N400 Applications for Naturalization submitted
- **128** individuals became new U.S. citizens



Challenges

- Retention/attendance of beginning English level students
- Cancellation and no-shows for appointments
- Capacity of program v. demand for program
- Candidness of applicants
- Time lag of creating BIA accredited program if attorney not on staff & turnover of BIA staff



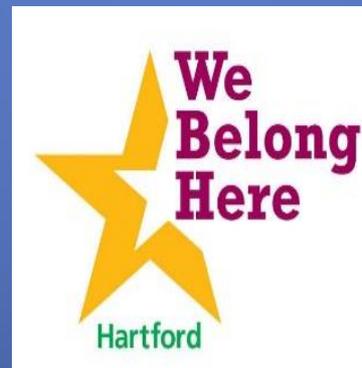
Recommendations

- ✓ Use your volunteers!
- ✓ Dynamic teacher, repeated contact/reminders, progress reports to students, manage expectations
- ✓ Reminders to clients about appointments – either automated or staff/volunteer directly calling
- ✓ Streamline process – use technology but remember limitations of applicant's technology capabilities
- ✓ Meet with applicants and engage them in conversation



Library Services for Customers Aspiring to Obtain U.S. Citizenship

Homa Naficy
Chief Adult Learning Officer
Hartford Public Library



Key Services

- Information and Referral
- Legal Counseling
- Instruction
- Relationship Building
- Outreach

Information and Referral

Finding the information that will meet the need

- Conduct a general conversation in English to determine customer's oral English proficiency.
- Recognize possible literacy challenges as indicated by customer's response to completing citizenship eligibility self-assessment.

Legal Counseling

Providing one piece of information often leads to additional questions – primarily legal in nature

- Create Partnerships:
 - Referral to legal counseling
 - Co-location of services
 - Information sessions
 - N-400 Clinics
- Consider library BIA recognition and staff accreditation.

Educational Approaches

Equipping customers for future participatory citizenship

- Method
 - Classes
 - Workshops
 - Tutoring/Coaching
- Components
 - U.S. History/Civics (print/online learning resources)
 - USCIS website
 - N-400 review
 - Mock interviews
 - Field trips
 - “Teaching Moments”

Relationship Building

New Citizen Civically Engaged =
Loyal Customer, Library Advocate

- Mobilize volunteer coaches
- Host newcomer orientation day
- Foster peer support
- Facilitate newcomers' participation in programs across the library

Outreach

One in five children in the U.S.
is an immigrant or has immigrant parents.



TEENS 17+

GOT CITIZENSHIP?

AS A U.S. CITIZEN YOU CAN:

- ★ Access more scholarship opportunities
- ★ Qualify for steady federal jobs
- ★ Vote for President

GET READY!

- ★ Select U.S. Citizenship as your Capstone topic
- ★ Take an online prep class
- ★ Volunteer as a Citizenship Ambassador
- ★ Include Citizenship as a goal of your Student Success Plan

FIND OUT IF YOU QUALIFY

Call or Text 860.695.6334 ★ #teens4citizenship ★ www.hplct.org

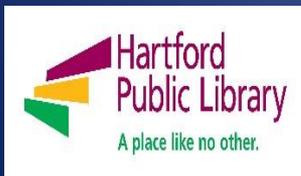
We Belong Here
Hartford

Hartford Public Library
A place like no other.

HARTFORD PUBLIC SCHOOLS
Where the future is bright.

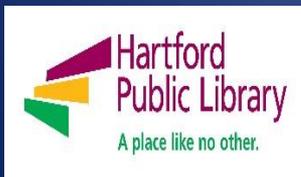


We Belong Here, Teens4Citizenship is a collaboration between Hartford Public Schools and Hartford Public Library, funded in part by USCS.

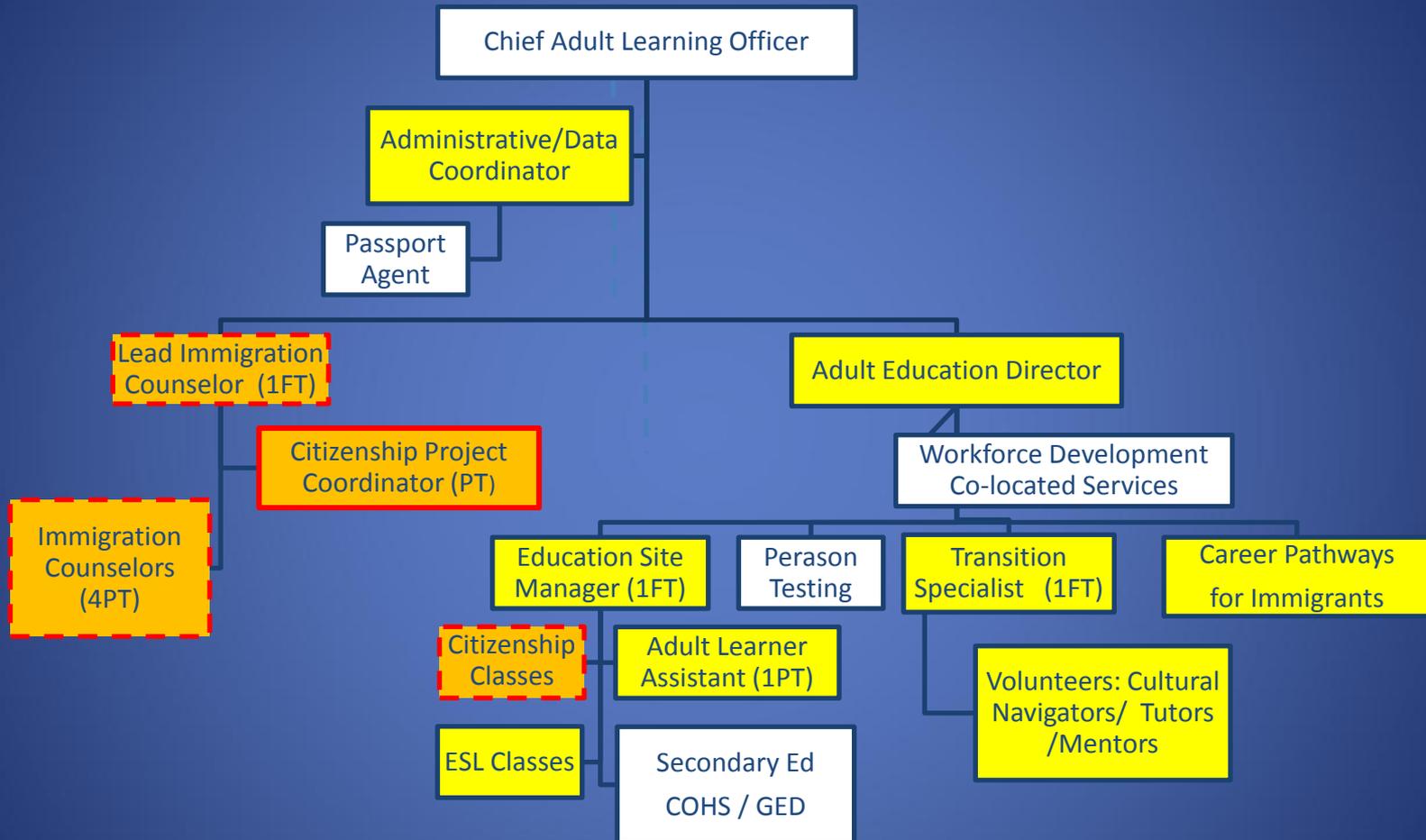


Partnerships

- City Hall
- Hartford Public Schools
- Capital Workforce Partners
- University of Connecticut
- Various ethnic-based organizations, faith-based organizations, community-based organizations
- U.S. Citizenship and Immigration Services
- U.S. Department of State
- Welcoming America
- Catholic Legal Immigration Network, Inc.
- Project Citizenship



Staffing



USCIS Citizenship Grant FY14 Outcomes

USCIS Goal Chart - FY2014-15 & 2015-16

| | | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total |
|-------------|----------|-----|-----|-----|-----|----|----|----|----|-------|
| Class | Outcomes | 69 | 95 | 50 | 58 | | | | | 272 |
| | Goal | 60 | 64 | 40 | 42 | 54 | 62 | 42 | 46 | 410 |
| Screenings | Outcomes | 134 | 139 | 132 | 144 | | | | | 549 |
| | Goal | 60 | 64 | 40 | 42 | 54 | 62 | 42 | 46 | 410 |
| Passed | Outcomes | 1 | 14 | 61 | 66 | | | | | 142 |
| | Goal | 5 | 15 | 20 | 25 | 35 | 35 | 35 | 35 | 205 |
| Naturalized | Outcomes | 0 | 9 | 47 | 68 | | | | | 124 |
| | Goal | 5 | 10 | 25 | 25 | 30 | 35 | 35 | 35 | 200 |

Challenge: Serving a growing demand for critical public services with limited resources



Photo by Hartford Public Library

Build capacity
Expand partnerships
Seek grants
Clarify mission
Redeploy resources